

PureConnect®

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GENESYS

PureConnect Integration with Genesys Intelligent Automation

Technical Reference

Abstract

This document describes how to integrate Pureconnect with Genesys Intelligent Automation

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/pureconnect.

For copyright and trademark information, see https://help.genesys.com/pureconnect/desktop/copyright_and_trademark_information.htm.

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Introduction to PureConnect Integration with Genesys Intelligent Automation

The PureConnect integration with Genesys Intelligent Automation is a fully tested, secure offering that allows easy integration of chatbots and voice bots with on-premises and cloud implementations of PureConnect.

Capabilities

Voice

- Directed dialog-based IVR with Nuance
- Visualization of directed dialog-based IVR
- Voice bots powered by speech-to-text and natural language processing

Chat and messaging channels

- Chatbots based on directed dialog
- Chatbots with natural language processing overlay

About Genesys Intelligent Automation

Genesys Intelligent Automation installs on-premises or in the cloud to allow businesses to develop personalized bots, microapps, intelligent assistants, IVR applications, and more. It integrates with Genesys Dialog Engine, third-party <u>Natural Language Processing</u> (NLP), Artificial Intelligence (AI), and directed dialog capabilities to drive a better customer experience and reduce costs.

Through a directed dialog or natural language detection, Genesys Intelligent Automation can understand when in the conversation your customer needs to talk to a human. It can then route the conversation to the appropriate agent and carry over the context and history of the conversation so that the agent knows what happened during the bot interaction. Similarly, you can program bots to hand off interactions to human agents at any time. For a demo, see https://www.genesys.com/customer-experience/innovations/google-cloud-contact-center-ai.

Currently, PureConnect supports all features of Genesys Intelligent Automation except the following:

- Conversation Manager
- Multi-modal
- Smart Transfer
- Whisper Transfer

For more information about:

- Genesys Intelligent Automation, see Genesys Intelligent Automation.
- Installing and configuring Genesys Intelligent Automation, see the Genesys Intelligent Automation Deployment Guide.
- Using Genesys Intelligent Automation, see the Genesys Intelligent Automation Help.
- Genesys Intelligent Automation features, see the Genesys Intelligent Automation Reference Guide.
- Dialog Engine, see Integrating Dialog Engine in the Genesys Intelligent Automation Deployment Guide.

Genesys Intelligent Automation Benefits

Genesys Intelligent Automation includes the following benefits:

- Intuitive Control Center for non-technical users to configure self-service dialogs for chatbots.
- Ability to integrate pre-built or custom microapps to reduce deployment effort up to 70% against traditional methods. For more information, see <u>Microapps</u>.
- Leveraging of Genesys Dialog Engine, NLP/AI engine, or third-party NLP tools for complete flexibility.
- Built-in customer journey reporting and single integration layer across the chatbot channel.
- Integration to Genesys Widgets and PureConnect.
- Hybrid deployment to keep your sensitive data on premises while leveraging AI from the cloud.

Interaction Security

Interactions pass securely from your website through a cloud service to Genesys Intelligent Automation on-premises and cloud implementations.

The cloud service uses the following security measures:

- Follows microservices industry standards.
- Uses HTTPS with TLS 1.2 to encrypt and protect all data in transit and at rest.
- Encrypts all data on AWS, whether going through a cache or messaging bus.
- Caches data during current session only; no data retained in the cloud service and nothing stored.
- Uses stateless service.

Components

Required Components

Following are the required components to integrate chatbots and voice bots to PureConnect on-premises or PureConnect Cloud. The minimum required PureConnect version is 2018 R4 (only the chat widget is available). Our recommended PureConnect version is 2019 R1 or later.

PureConnect on-premises

Chatbots

- Customer Interaction Center (integrated contact center software solution)
- Genesys Intelligent Automation (local install)
- Dialog Engine or third-party natural language understanding platform, such as Google Dialogflow
- Genesys Widgets
- (Optional) Knowledge Center

Voice bots

- VoiceXML Interpreter Server
- Customer Interaction Center (integrated contact center software solution)
- Media Server (delivers audio streaming services and interfaces to third-party text-to-speech and automated speech recognition engines
- UniMRCP (local install)
- Genesys Intelligent Automation (local install)
- Dialog Engine or third-party natural language understanding platform, such as Google Dialogflow
- Google Speech-to-Text
- Nuance and Google Text-to-Speech
- (Optional) Knowledge Center

PureConnect Cloud

Chatbots

- Customer Interaction Center (integrated contact center software solution)
- Genesys Intelligent Automation (delivered from PureConnect Cloud)
- Dialog Engine or third-party natural language understanding platform, such as Google Dialogflow
- Genesys Widgets
- (Optional) Knowledge Center

Voice bots

- VoiceXML Interpreter Server (delivered from PureConnect Cloud)
- Genesys Intelligent Automation (delivered from PureConnect Cloud)
- UniMRCP (local install)
- Dialog Engine, Google Dialogflow, or Amazon Lex
- Google Speech-to-Text
- Nuance and Google Text-to-Speech
- (Optional) Knowledge Center

Licensed Components

The following table lists the licensed components for Genesys Intelligent Automation. For more information about PureConnect licenses, see the <u>PureConnect Licensing Technical Reference</u>.

Note: For voicebots, you select the pricing model and either part 1 or part 2. For chatbots, there is only one pricing model.

Component	Part/Description	Sold by	Pre- required Part
Genesys Intelligent Automation Omnichannel Self Service	Provides a web-based design tool for dialog flows, including reusable microapps for common dialog tasks. It also provides a dynamic runtime environment that generates VoiceXML for interactions over the voice channel. Note: This part is included with voicebots and chatbots so the bot pricing covers this part. If you need a Development license, you can purchase this part.	N/A	N/A
Cloud Voicebot / Chatbot	VoicebotMin-PCC, Voicebot Minutes	Voicebots sold by the minute	VXML Server
	VoicebotIntxn-PCC, Voicebot Interactions	Voicebots sold by the interaction (complete bot – customer conversation)	VXML Server
	CS-ChatbotOrch, Chatbot Interactions	Chatbots sold by the interaction (complete bot – customer conversation)	N/A
Premise Voicebot / Chatbot	VoicebotMin-PCP-Sub, Premise (Subscription)	Voicebots sold by the minute	N/A
	VoicebotIntxn-PCP-Sub, Premise (Subscription), Voicebot Interactions	Voicebots sold by the interaction (complete bot – customer conversation)	VXML Server
	CS-ChatbotOrch-SUB, Premise (Subscription), Chatbot Interactions	Chatbots sold by the interaction (complete bot – customer conversation)	N/A

Note: The cloud service is a subscription model based on the number of bot interactions. A bot interaction, or session, lasts until the customer or agent closes the interaction, or the session times out.

Copyright and trademark

Integrate PureConnect with Genesys Intelligent Automation

Genesys Intelligent Automation configuration

Chatbot implementation and voice integration require installation and configuration of Genesys Intelligent Automation.

To configure Genesys Intelligent Automation

- 1. Create a Company in Genesys Intelligent Automation
- 2. Identify the Company Authentication Key
- 3. Create an Application or Module

Note: For information about installing Genesys Intelligent Automation, see the <u>Genesys Intelligent Automation Deployment</u> <u>Guide</u>.

Chatbot implementation

To implement Genesys Intelligent Automation for chatbots, configure a chatbot widget in Interaction Connect and add a code snippet to a page in your website. Doing so allows bot conversation back and forth to Genesys Intelligent Automation. When the bot conversation finishes, the conversation routes based on the call flow that you configured in Genesys Intelligent Automation. For example, it can route to an agent in Interaction Connect.

Note: The chatbot feature is available beginning with PureConnect 2018 R4.

To implement a chatbot

- 1. Configure a Chatbot Widget in Interaction Connect
- 2. Configure Reverse Proxy Rewrite Rules
- 3. Set up Chatbot Call Flow

Basic chat flow example

Following is an example of a basic chat flow:

- 1. Website visitor starts a chat.
- 2. Chat request passes through the cloud to Genesys Intelligent Automation.
- 3. Genesys Intelligent Automation receives the request and proceeds accordingly.
- 4. Interaction continues between the website visitor and Intelligent Automation until one of the following occurs:
- Interaction ends.
- Website visitor asks to speak to an agent.
- If the website visitor asks to speak to an agent, the interaction passes to an agent in Interaction Connect.

Voice integration

To integrate voice with Genesys Intelligent Automation

- 1. Create a Custom Handler for Voice Integration
- 2. Return Call Interaction to CIC

Genesys Intelligent Automation Configuration

Create a Company in Genesys Intelligent Automation

Companies are separate entities within your Genesys Intelligent Automation environment that have their own call flows, users, and reporting data. Create a company for the PureConnect with Genesys Intelligent Automation integration.

To create a company in Genesys Intelligent Automation

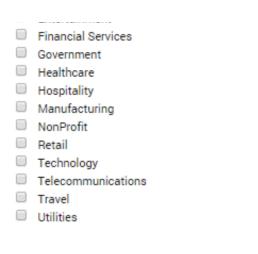
- 1. Open Genesys Intelligent Automation in your browser.
- 2. In the menu bar, click Administration and then click the Companies tab.

Intelligent Automa	Products Phone Numbers	CLI Data Settings	Certificates Cluste	rs Servers	Default Server Settings		
Companies				a tana kana kana			
Name	Public Modules	Test Modules	Production	Modules	VUI Cluster		Actions
Genesys Testing		17	17		Default Voice	Cluster 🗳	Edit Switch Delete
Templates	107	109	109		Default Voice	Chuster	Edit Switch Delete

3. Click Create a New Company. The Company panel appears.

ompanies Roles Products Phone Numbers CLI Data Set • Company * Company Name * Contact Email Address * Contact Email Address * Contact Phone Number * Allowed Phone Numbers From RoI to Any * Allowed Phone Numbers From RoI to Any * New Company Logo Choose File No file chosen * Assign to Voice Cluster Default Voice Cluster Default Voice Cluster Default Messaging Cluster Default Messaging Cluster Default Integration Cluster Default Integration Cluster Caching Options * Cache Production Modules					
 Company Name Contact Email Address Contact Phone Number Contact Phone Numbers Allowed Phone Numbers From RoI to Any New Company Logo Choose File No file chosen Assign to Voice Cluster Default Voice Cluster Default Voice Cluster Chossign to Messaging Cluster Assign to Integration Cluster Default Integration Cluster Default Integration Cluster Caching Options 	mpanies	Roles	Products	Phone Numbers	CLI Data Set
 Company Name Contact Email Address Contact Phone Number Contact Phone Numbers Allowed Phone Numbers From RoI to Any New Company Logo Choose File No file chosen Assign to Voice Cluster Default Voice Cluster Default Voice Cluster Chossign to Messaging Cluster Assign to Messaging Cluster Default Messaging Cluster Default Integration Cluster Default Integration Cluster Caching Options 	S Comp	anv			
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Contact Phone Number Allowed Phone Numbers From RoI to Any New Company Logo Choose File No file chosen Assign to Voice Cluster Default Voice Cluster Default Voice Cluster Casign to Integration Cluster Caching Options					
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From RoI to Any ▼ New Company Logo Choose File No file chosen * Assign to Voice Cluster ● Default Voice Cluster ▼ * Assign to Messaging Cluster ● Default Messaging Cluster ▼ Assign to Integration Cluster ● Default Integration Cluster ▼ Caching Options ●	* Contact	Phone Num	ber		
From RoI to Any ▼ New Company Logo Choose File No file chosen * Assign to Voice Cluster ● Default Voice Cluster ▼ * Assign to Messaging Cluster ● Default Messaging Cluster ▼ Assign to Integration Cluster ● Default Integration Cluster ▼ Caching Options ●					
Choose File No file chosen * Assign to Voice Cluster Default Voice Cluster * Assign to Messaging Cluster • Default Messaging Cluster • Assign to Integration Cluster • Default Integration Cluster • Caching Options •			bers	•	
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Default Messaging Cluster Assign to Integration Cluster Default Integration Cluster Caching Options					
Default Integration Cluster V Caching Options					
Caching Options	Assign to	Integration (Cluster		
	Default	Integration	Cluster 🔻		
			- Maddaa		
	Industries	5			
Industries					
Automotive			ronics		
Automotive Consumer Electronics	Distr				

Entertainment



Company Name: Unique name to assign to the company.

Cancel

Save

Contact Email Address: General email address for this company. Genesys Intelligent Automation doesn't use this address; however, it can be useful to PureConnect Customer Care.

Contact Phone Number: General phone number for this company. Genesys Intelligent Automation doesn't use this address; however, it can be useful to PureConnect Customer Care.

Allowed Phone Numbers: Phone numbers that this company's call flows can dial. Typically, you select From Rol to Any or From UK to Any. However, you can create your own calling rules on the Phone Numbers tab and select that rule here.

New Company Logo: Company logo to display in the Genesys Intelligent Automation user interface.

Assign to Voice Cluster: Voice cluster for this company to use. Typically, you select Default Voice Cluster.

Assign to Messaging Cluster: Messaging cluster for this company to use. Typically, you select Default Messaging Cluster.

Assign to Integration Cluster: Integration cluster for this company to use. Typically, you select Default Integration Cluster.

Cache Production Modules: If selected, Genesys Intelligent Automation uses cached versions of production modules to serve callers. Genesys recommends that you select this option for consistent performance.

Industries: If selected, this company operates in the associated industry.

4. Complete the information and then click **Save**. The new company appears on the **Companies** tab.

For more information about creating a company, see <u>Administration</u> in the Genesys Intelligent Automation Help.

Identify the Company Authentication Key

When you create a company, Genesys Intelligent Automation assigns it a unique authentication key. You specify this key later in the integration setup process when you configure a chatbot widget in Interaction Connect.

To identify the company's authentication key

1. In the menu bar in Genesys Intelligent Automation, click Administration and then click the Companies tab.

mpanies Roles	Products Phone N	lumbers CLI Data Settings	Certificates Clu	sters Servers	Default Server	Settings	
Companies							
4ame	Public Modules	Test Modules	Produc	tion Modules	VL	JI Cluster	Actions
enesys Testing		17	17		De	efault Voice Cluster 🎒	Edit Switch Delete
emplates	107	109	109		De	fault Voice Cluster	Edit Switch Delete

2. In the Actions column, click Edit for the company that you created. The Company panel appears.

ompanies	Roles	Products	Phone Numbers	CLI Data Setting
Comp	1304			
Compan				
BarbTes	,			
* Contact	Email Addres	s		
barbara.	martin@gen	esys.com		
* Contact	Phone Numb	er		
5554443	3333			
* Allowed	Phone Numb	ers		
From Ro	oI to Any		•	
New Com	pany Logo			
Choose	e File No fil	e chosen		
New Com	pany Logo	e chosen	•	

3. Copy and save the Authentication Key to a text file and then click $\ensuremath{\textbf{Close}}$.

Create an Application or Module

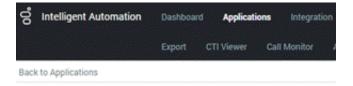
Create an application or module so that you can set up the chatbot flow. Applications and modules can have their own errorhandling, global commands, call flow defaults, and reusable prompts.

To create an application or module

1. In the menu bar in Genesys Intelligent Automation, click **Applications** and then click the **Advanced Details** tab.

के इस	w Graphical View Overlays: 🌳 System Pulse 🧾 Advanced Details Shortouts: 🔻 Expand All 😤 Collapse All	
≣	Menus	^
600	Security Modules	^
0	Business Processes	^

2. Expand the Menus section and then click Create a New Menu. The Create a new Module panel appears.



Create a new Module

Pick a Template from the list below

≣	Menus
Ava	ilable templates:
	Applications
	Standard Application Template (en-gb)
l.,	Standard Application Template (fr-fr)
•	Menus
ļ.,	Blank Submodule Template (en-gb)
	Blank Submodule Template (fr-fr)
	Tree View Submodule Template (en-gb)
	Tree View Submodule Template (fr-fr)
Crea	ite a blank template

3. Select a template on which to base the module. The template appears.

Important!

You cannot edit the call flow of the **Tree View Submodule Template**. This template is for large numbers of menu options and doesn't use the drag-and-drop method in the Callflow Editor.

You've Chosen:

Standard Application Template (en-gb)

* Your New Module Name

Standard Application

Description

The starting point for any new application, this provides a useful set of 'default' paths and menu options, plus a basic flow that calls onto a separate Main Menu module of your choice.

Callflow Editor

Graphical 🔻

Permission Options

- Lock Callflow
- Make Public

Industries to Associate with this Module

- Automotive
- Consumer Electronics
- Distribution
- Education
- Entertainment
- Financial Services
- Government
- Healthcare
- Hospitality
- Manufacturing
- NonProfit
- Retail
- Technology
- Telecommunications
- Travel
- Utilities

The template you have chosen requires you to link to one other module. Please choose it below.

¥.

Link #1 - Call main menu

Please choose	
---------------	--

Create Cancel

Your New Module Name: Name to assign to this module.

Description: Description of the module. For internal use.

Callflow Editor: Type of call flow editor to use: graphical or tree.

Permission Options

Lock Califlow: If selected, the system places a lock on the call flow while the user is editing it so that no other user can edit and publish changes while locked.

Make Public: If selected, the call flow is available on the public Internet. If cleared, the call flow is available within your customer network only.

Industries to Associate with this Module: If selected, the system associates the industry to this module.

Link # 1 - Call main menu: Module to which to link.

4. Complete the information and then click Create. The new module appears in the Menus section of the Advanced Details tab.

Menus			~
BarbTestModule [Site ID 291]	а,	Deployed 0 mins ago	delete
Standard Application [Site ID 293]	i , <i>e</i> s	🐬 Deployed 0 mins ago	delete
Create a new Menu			

5. Copy the site ID. You specify this ID later in the integration setup process when you <u>configure the chatbot widget in Interaction</u> <u>Connect</u>.

For more information about creating an application or module, see <u>Creating Applications and Modules</u> in the Genesys Intelligent Automation Help.

Chatbot Implementation

Configure a Chatbot Widget in Interaction Connect

Integrating PureConnect with Genesys Intelligent Automation for chatbots requires a one-time configuration of a chatbot widget in Interaction Connect. Then, you generate a script that contains the Genesys Intelligent Automation connection information and add the script to the appropriate page in your company's website.

For more information about configuring and deploying widgets, see <u>Widgets</u> in the Interaction Connect Help.

To configure a chatbot widget in Interaction Connect

1. Log on to Interaction Connect and then click the Widgets tab.

Interaction Connect		📞 📼 🚺 Available	10d 10:36:01 🗸 🗹	·=
🥞 Widgets 🛛 🗙 🕂		Create a Widget		
+ New C Refresh 🖀 Delete	0			
Name	Created Date	Name		
BarbWidget	Apr 2, 2019 10:28:39 AM			
gKimTest	Mar 29, 2019 4:56:11 Ph			
hari-testing	Apr 4, 2019 6:45:24 PM			
Support_Chatbot	Apr 10, 2019 9:04:15 AM			
Test	Mar 6, 2019 3:57:04 AM			
test-chatbots	Mar 14, 2019 1:32:55 PM			
test2	Mar 13, 2019 10:16:32 A			
test3	Mar 15, 2019 8:10:57 AM			
test4	Mar 18, 2019 3:38:36 PM			
webhook_test	Mar 12, 2019 7:29:26 AM			
WidgetsTest	Mar 15, 2019 2:51:57 PM	Help		Cancel Create

2. In the toolbar, click **New**. The **Create a Widget** panel appears.

d Interaction Connect		ف 🔍 🖸	Available	10d 10:35:33 🐱	2 🖷 📃	user1 ~ ?
I Widgets X +		Create a Widget				×
+ New C Refresh 📋 Delete	0					
Name	Created Date	Name				
BarbWidget	Apr 2, 2019 10:28:39 AM	·				
gKimTest	Mar 29, 2019 4:56:11 Ph					
hari-testing	Apr 4, 2019 6:45:24 PM					
Support_Chatbot	Apr 10, 2019 9:04:15 AM					
Test	Mar 6, 2019 3:57:04 AM					
test-chatbots	Mar 14, 2019 1:32:55 PN					
test2	Mar 13, 2019 10:16:32 A					
test3	Mar 15, 2019 8:10:57 AN					
test4	Mar 18, 2019 3:38:36 PN					
webhook_test	Mar 12, 2019 7:29:26 AM					
WidgetsTest	Mar 15, 2019 2:51:57 PM	Нер			Cancel	Create .

3. In the Name box, type a unique name for the widget and then click **Create**. The **General** tab in the **Edit Widget: [widget name]** panel appears.

d Interaction Connect		📞 📼 🚺 Availabk		lod 11:13:36 👻 🗭 🖉	
🦂 Widgets 🗙 🕂		Edit Widget: Support_Chatbot			,
+ New C Refresh 📋 Delete	Θ	General Plugins Extensions	Unrestri	cted Properties	
Name	Created Date				
BarbWidget	Apr 2, 2019 10:28:39 AM	IC Server Host Names*	• ×	Reverse Proxy URL	0
gKimTest	Mar 29, 2019 4:56:11 PN	Use PureConnect Cloud			No
hari-testing	Apr 4, 2019 6:45:24 PM	PureConnect Cloud URL			
Support_Chattoot	Apr 10, 2019 9:04:15 AM				
Test	Mar 6, 2019 3:57:04 AM	Use HTTPS 🔘			Yes
test-chalbots	Mar 14, 2019 1:32:55 Ph	Debug 😡			No
test2	Mar 13, 2019 10:16:32 A	Theme	0	Fallback Language	0
test3	Mar 15, 2019 8:10:57 AN	Dark	~	en	~
test4	Mar 18, 2019 3:38:36 PM	Internationalization file path*	e ×	Custom Stylesheet ID*	0 ×
webhook_test	Mar 12, 2019 7:29:26 AM	Download Google Font			Yes
WidgetsTest	Mar 15, 2019 2:51:57 PN	Mobile Mode	0	Mobile Mode Breakpoint*	0
		false	v	740	×
		Custom JSON			0
		Copy Script 😡			Cancel Silve

IC Server Host Names: Name or names of your IC server and any off-server Session Managers, separated by a comma.

Tip: If your reverse proxy cannot communicate with your IC server without a Fully Qualified Domain Name (FQDN), specify the FQDN in the **IC Server Host Names** box.

Reverse Proxy URL: Name or FQDN of the web server functioning as a reverse proxy to the IC server inside your firewall.

Use PureConnect Cloud: Indicates whether you are a PureConnect Cloud customer.

PureConnect Cloud URL: If you are a PureConnect Cloud customer, your PureConnect Cloud URL.

Use HTTPS: Indicates whether to use an HTTPS communication port for communication between the web server and IC server. If set to **Yes**, the system uses HTTPS port number 8019. If set to **No**, the system uses HTTP port number 8018.

Debug: Indicates whether to allow debug logging from the bus to appear in the browser console.

Theme: Sets the widget's appearance, such as colors and fonts.

Fallback Language: If the widget cannot use any of the browser's preferred languages, default language to use.

Internationalization file path: (Developer use only) Path to a remote i18n.json language pack file to override the default English language strings built into the widget.

Common Stylesheet ID: HTML ID of a <style> tag that contains CSS overrides, custom themes, or other custom CSS for the widget.

Download Google Font: Indicates whether to prevent the Roboto font file from downloading at startup. If you have security concerns regarding third-party fonts, you want to optimize page load time, or you already include Roboto on your website, move the slider to **Yes**.

Mobile Mode: Indicates whether to display the widget in mobile mode.

True: Displays the widget in mobile mode on all devices.

False: Displays the widget in desktop mode on all devices.

Auto: Determines whether the website visitor is using a desktop or mobile browser and displays the widget in the corresponding mode.

Mobile Mode Breakpoint: Breakpoint width in pixels when displaying the widget in mobile mode.

Add/Remove Plugins: Plug-ins for the widget to use instead of the default startup plug-ins. Click in the list box to display the plug-ins that are available for selection. To remove a plug-in, click the corresponding X.

Custom JSON: Custom JSON object to apply to the widget.

4. Complete at least the required information and then click the **Plugins** tab.

d Interaction Connect		🔍 😆 🚺 Available 🛛 10d 11:15:00 🗸 🛃 🎑 🛄	• ?
🦂 Widgets 🛛 🗙 🕂		Edit Widget: BarbWidget	×
+ New C Refresh 📋 Delete	0	General Plugins Extensions Unrestricted Properties	
Name	Created Date	Web Chat Callback Call Us Offers Sidebar Chatbots WebIVR	
BarbWidget	Apr 2, 2019 10:28:39 AM		
gKimTest	Mar 29, 2019 4:56:11 PN	Web Chat	OFF
hari-testing	Apr 4, 2019 6:45:24 PM	Caliback	OFF
Support_Chatbot	Apr 10, 2019 9:04:15 AM		
Test	Mar 6, 2019 3:57:04 AM	Call Us	OFF
test-chatbots	Mar 14, 2019 1:32:55 Ph	▶ Offers	OFF
test2	Mar 13, 2019 10:16:32 A		
test3	Mar 15, 2019 8:10:57 AM	► Sidebar	OFF
test4	Mar 18, 2019 3:38:36 PN	▶ Chatbots	OFF
webhook_test	Mar 12, 2019 7:29:26 AM	Webs 5	
WidgetsTest	Mar 15, 2019 2:51:57 PM	WebIVR	OFF
		Cancel Cancel	Save

5. Move the Web Chat slider to ON. The Web Chat section expands.

d Interaction Connect		📞 📼 👩 Available 10d 11.07.52 🗸 🛃 🌉 🛶	?
🦂 Widgets 🛛 🗙 🕂		Edit Widget: BarbWidget	×
+ New C Refresh 🗑 Delete	ø	General Plugins Extensions Unrestricted Properties	
Name	Created Date	Web Chat Callback Call Us Offers Sidebar Chatbots WebIVR	
BarbWidget	Apr 2, 2019 10:28:39 AM	Web Chat Caliback Calibs Offers Sidebal Chatbots Weblyk	
gKimTest	Mar 29, 2019 4:56:11 Ph	✓ Web Chat	
hari-testing	Apr 4, 2019 6:45:24 PM	Emojis Enabled 🕢 Yes	
Support_Chatbot	Apr 10, 2019 9:04:15 AM	Proactive Enabled No	0
Test	Mar 6, 2019 3:57:04 AM	Proactive Idle Timer* O Proactive Cancel Timer* O	>
test-chatbots	Mar 14, 2019 1:32:55 PM	7 × 33 ×	
test2	Mar 13, 2019 10:16:32 A	Chat Button Enabled 😡 Yes	D
test3	Mar 15, 2019 8:10:57 AN	Chat Button Open Delay* O Chat Button Effect Duration* O	2
		1001 × 303 ×	
test4	Mar 18, 2019 3:38:36 PM	Chat Button Hide During Invite 😡	
webhook_test	Mar 12, 2019 7:29:26 AV	Target Type O Target Name* O	,
WidgetsTest	Mar 15, 2019 2:51:57 Pt	Workgroup v	
		► Callback OFF	•
		• Callile Ore	0.0
		Copy Script Cancel s	lave

Emoji Enabled: Indicates whether to display the emoji menu inside the chat message input.

Proactive Enabled: Indicates whether to invite a website visitor to chat after a specified number of seconds.

Proactive Idle Timer: Number of seconds to wait after a visitor reaches your webpage before displaying a chat invitation.

Proactive Cancel Timer: Number of seconds for the chat invitation to remain visible.

Chat Button Enabled: Indicates whether to show or hide a chat button on your web page.

Chat Button Open Delay: Number of milliseconds to wait before displaying the chat button.

Chat Button Effect Duration: Number of milliseconds to wait before displaying the chat button fade-in animation.

Chat Button Hide During Invite: Indicates whether to hide the chat button when inviting a website visitor to chat. If set to **Yes** and the visitor dismisses the chat invitation, the widget displays the chat button.

Target Type: Queue type to use for ACD routing.

Target Name: Name of the queue to use for ACD routing.

- 6. Complete at least the required information in the **Web Chat** section.
- 7. Move the Chatbots slider to ON. The Chatbots section expands.

d Interaction Connect		📞 🚥 🚺 Available 🛛 10d 11:17:18 🗸 🗭 🚢 🛄 💷	- ?
🥞 Widgets 🛛 🗶 🕂		Edit Widget: BarbWidget	×
+ New C Refresh 🝵 Delete	0	General Plugins Extensions Unrestricted Properties	
Name	Created Date	Web Chat Callback Call Us Offers Sidebar Chatbots WebIVR	
BarbWidget	Apr 2, 2019 10:28:39 AM		
gKimTest	Mar 29, 2019 4:56:11 PM	Web Chat	
hari-testing	Apr 4, 2019 6:45:24 PM	▶ Callback	OFF
Support_Chalbot	Apr 10, 2019 9:04:15 AM		
Test	Mar 6, 2019 3:57:04 AM	➤ Call Us	OFF
lest-chatbots	Mar 14, 2019 1:32:55 PM	► Offers	OFF
test2	Mar 13, 2019 10:16:32 A	➤ Sidebar	0.00
test3	Mar 15, 2019 8:10:57 AM	▶ Sidebar	OFF
test4	Mar 18, 2019 3:38:36 PM		
webhook_test	Mar 12, 2019 7:29:26 AM	Bot Provider Id	0
WidgetsTest	Mar 15, 2019 2:51:57 PM	Make a selection	~
		▶ WebIVR	OFF
		Copy Societ Cancel	Save

8. In the Bot Provider Id box, click Genesys Intelligent Automation. More configuration items appear.

e Interaction Connect			📞 🗃 🕜 Available 100 21:18:19 🗸 😰 🚇	altus,user v ?
< 🖪 My Interactions 🗙	Current Interacti 🗙	송 wi > +	Edit Widget: Kevins Test	×
+ Nev C'Refresh 🗑 Deles		0	General Plugins Extensions Unrestricted Properties	
Name	Greated Date	Modified	Ceneral Pagina Exercision official registration	
KevinsTest	Oct 8, 2019 11:58:39 AM	Oct 8, 201		ON
			Bot Provider Id	ø
			Genesys Imelligent Automation	v
			Intelligent Automation URL	0
			Intelligent Automation Site ID	orization Key
			Use a Reverse Proxy for Intelligent Automation	No
			Intelligent Automation Server	ø
Company Directory X	+	_	GIA version 9.0.102+ @	No
Q, Search			Use Chat Persona (D	No
« c 1/3 >	30			
Old - D Char Volcement	🕤 - 🚘 🖪		Copy Sorier O	Canoel Save

Intelligent Automation URL: Genesys Intelligent Automation URL for your Genesys Intelligent Automation server. (The URL is in Genesys Intelligent Automation under Administration > Servers.)

Intelligent Automation Site ID: Site ID that Genesys Intelligent Automation generated when you created an application or module in Genesys Intelligent Automation. For more information, see <u>Create an Application or Module</u>.

Intelligent Automation Authorization Key: Authorization key that Genesys Intelligent Automation generated when you created a company in Genesys Intelligent Automation. For more information, see <u>Identify the Company Authentication Key</u>.

Use a Reverse Proxy for Intelligent Automation: Indicates whether to use a reverse proxy for Genesys Intelligent Automation. If **Yes**, specify the **Intelligent Automation Server**.

Intelligent Automation Server: If you indicated to use a reverse proxy for Genesys Intelligent Automation, specify the FQDN of the web Genesys Intelligent Automation server. The system uses the **Reverse Proxy URL** specified on the **General** tab in the **Edit Widget:** [widget name] panel to create the end-result URL to access Genesys Intelligent Automation.

Note: If you indicated to use a reverse proxy for Genesys Intelligent Automation, configure the reverse proxy rewrite rules after completing and saving the chatbot widget. For more information, see <u>Configure Reverse Proxy Rewrite Rules</u>.

GIA version 9.0.102+: Indicates whether to use Genesys Intelligent Automation version 9.0.102 or later, or an earlier version.

Use Chat Persona: Indicate whether you want to use the Chat Persona in GIA version 9.0.102+. Selecting **Yes** allows the Genesys Intelligent Automation (GIA) chatbot to use buttons, images, and videos rich media types. For more information about configuring a chat persona in Genesys Intelligent Automation, see <u>Personas</u> in the *Genesys Intelligent Automation Help*.

- 9. Complete at least the required information in the **Chatbots** section.
- 10. To use microapps with this widget, do the following:
 - a. Move the WebIVR slider to ON. The WebIVR section expands.

e Interaction Connect		📞 📼 🚺 Available 🛛 37d 10:09:15 🗸 🗭 🐸 🛄 user1 🗸 🔅
< < Widgets 🛛 🗙	e +	Edit Widget: BarbWidget ×
+ New C Refresh 🗃 Delete	0	General Plugins Extensions Unrestricted Properties
Name	Created Dat	General Program Extensions Ginesubscent repetities
BarbWidget	Apr 2, 2011	► Offers
gKimTest	Mar 29, 20	► Sidebar
hari-testing	Apr 4, 2011	
KevinTest	Apr 11, 20	Chatbots
Support_Chatbot	Apr 10, 20	← WebIVR
Test	Mar 6, 201	MicroApps Enabled
lest-chatbots	Mar 14, 20	Intelligent Automation Public URL
test2	Mar 13, 20	
test3	Mar 15, 20	Use Reverse Praxy for MicroApps 💿 No
test4	Mar 18, 20	Intelligent Automation Server
webhook_test	Mar 12, 20	
WidgetsTest	Mar 15, 20	Copy Script @
	1	Cancel Save

Intelligent Automation Public URL: URL for accessing microapp services for Genesys Intelligent Automation.

Use a Reverse Proxy for MicroApps: Indicates whether to use a reverse proxy for microapp services. If Yes, specify the Intelligent Automation Server.

Intelligent Automation Server: If you indicated to use a reverse proxy for microapp services, specify the FQDN of the web Genesys Intelligent Automation server. The system uses the **Reverse Proxy URL** specified on the **General** tab in the **Edit Widget: [widget name]** panel to create the end-result URL to access Genesys Intelligent Automation.

- b. Complete the information in the **WebIVR** section.
- 11. Click **Save** and then do the following:
 - a. Click Copy Script. Interaction Connect copies the script to your Clipboard.
 - b. Close the confirmation dialog box and then paste the script to the appropriate page in your company's website.

Configure Reverse Proxy Rewrite Rules

If you indicated to use a reverse proxy for Genesys Intelligent Automation in the **Chatbots** section of the **Widgets** tab, configure the reverse proxy rewrite rules. If you use the **same** reverse proxy for CIC Web Applications, place the Genesys Intelligent Automation rewrite rule before the CIC Web Applications rule.

Use the following rewrite rule examples.

Apache

Make sure the rewrite engine is turned on. Omit this if it's already set elsewhere. RewriteEngine On

```
# TODO: Set the port to the appropriate value after $2 if necessary.
# If using https, update the URL accordingly.
RewriteRule "^(/.*|)/api/([^/]+)/fish-messaging/(.*)" "http://$2/fish-messaging/$3" [P]
```

Nginx

```
## Intelligent Automation Proxying
location ~* (?:^(.+)/api|^/api)/([^/]+)/fish-messaging/(.+)$ {
    set $iaServer $2;
    set $iaPath $3;
    # TODO: Set the port to the appropriate value after $iaServer if necessary.
    # If using https, update the URL accordingly.
    proxy_pass http://$iaServer/fish-messaging/$iaPath;
}
```

IIS

```
Match URL

Requested URL => "Matches the Pattern"

Using => "Regular Expression"

Pattern => (?:^(.+)api|^api)/([^/]+)/fish-messaging/(.+)$

Ignore Case => On

Action

Action

Action type => "Rewrite"

Action Properties

Rewrite URL => http://{R:2}/fish-messaging/{R:3}

TODO: Set the port to the appropriate value after {R:2} if necessary.

If using https, update the URL accordingly.
```

IIS inbound rule

ReverseProxyInboundRule1			
vereiser forymoodinarvare i			
Match URL			٢
Requested URL:		Using:	
Matches the Pattern	~	Regular Expressions	~
Pattern:			
(?:^(.+)api]^api)/([^/]+)/fish-messaging/(.+	-)S		Test gattern
Ignore case			
Conditions			۲
Server Variables			۲
Action			۲
Action type:			
Rewrite ~			
Action Properties			

For more information about reverse proxy configuration for CIC Web Applications, see the <u>CIC Web Applications Installation and</u> <u>Configuration Guide</u>.

Set up Chatbot Call Flow

Set up a call flow for your chatbot that suits your business purposes. Call flows consist of blocks and paths that outline the steps for your application or module to follow during a chat session.

To set up a chatbot call flow

1. In the menu bar in Genesys Intelligent Automation, click Administration and then click the Companies tab.

mpanies Roles	Products Phone N	umbers CLI Data Settings	Certificates Clusters	Servers Defau	ult Server Settings	
Companies						
Name	Public Modules	Test Modules	Production M	odules	VUI Cluster	Actions
Genesys Testing		17	17		Default Voice Cluster 🚑	Edit Switch Delete
Templates	107	109	109		Default Voice Cluster	Edit Switch Delete

2. Click the company that you created. The **Dashboard** tab appears.

) 4	plication	on Ove	rview																	Sys	stem f	Pulse						
										Te	oday			Prev 7 D			1	Prev 30 Da			A	ll applica	ations	are hea	ithy			
1.1.1	Total Cal	1.1.1.1.1.1.1			940 de			n en	garaga.	a de la calega de la Calega de la calega d	0				0				0									
	Average										0.0				0.0					lased on	calis tr	om the la	ast 31	days, R	ieset no	ow Thresholds		
	Planned										.0 %				.0 %			0.0										
	Unplann			ome							.0 %				.0 %			0.0										
	Hangup									0	.0 %			0	0%			0.0										
	Total Tas Task Suc										0				0			0.0	0									
	Task Suc	ccess H	ite							0	.0%			U	.0%			0.0										
	1.0 0.9 0.8																										≅ Genesys ¡ENESYS SPEECF	TODM
.52	0.6																										PPLICATIONS	
Calls	0.4 0.3 0.2																										0+ pre-built and onfigurable apps or Voice and Visua ased on industry est-practice.	IIVR
	0	30	29	8 27	26	25	24 23	22	21	20	19 1	8 17	16 1	15 14	13	12 1	1 10	98	7	6	5	4 3	3	2 1	0			

3. In the menu bar, click Active Modules.

W:	🚠 Show Graphical View Overlays: 🥪 System	Pulse Advanced Details Shortcuts: Skipping Expand All Scollapse All	
Ξ	Menus		~
>	BarbTestModule [Site ID 295]	🔍 🌱 Deployed 45 mins ago delet	e
	Standard Application [Site ID 297]	🔍 🧖 Deployed 45 mins ago delet	e

4. In the **Menus** section, click the application or module that you created. The **Callflow Editor** tab appears and shows the template flow.

Califion Editor Prompt List Application Deshboard Applications Integr	ration Reports Personas Users Import Export CTI Viewer Call Montor Administration	Administrat	tor [ExampleCompany] ~ '
Currently Editing D Chatbot Call Flow	looduuri uymii y toola		Hide default behaviou
Success We come Unit with the success Unit	Defaults no answer busy recognition failu recognition failu Recog	re error	Pror message

- 5. Create a call flow for your chatbot and save it.
- 6. Test the call flow and when satisfied, deploy it to production.

For more information about using the Callflow Editor, see <u>Using the Callflow Editor</u> in the Genesys Intelligent Automation Help.

Voice Bot Integration

Requirements

Following are the requirements for voice bot integration:

- PureConnect 2019 R3 or later requires Genesys Intelligent Automation version 9.0.106 or higher
- VoiceXML Interpreter Server
- PureConnect ASR Server linked to UniMRCP through SIP
- MRCP TTS linked to UniMRCP and set up for Google voices
- UniMRCP version 1.5.0 or later installed on CentOS 7 machine
- Use Google Speech Recognition and Google Speech Synthesis plugins for UniMRCP to talk to Google gRPC

Integration process

- 1. Configure UniMRCP
- 2. Configure VoiceXML
- 3. Create a Custom Handler for Voice Integration
- 4. Return Call Interaction to CIC

PureConnect Integration with Genesys Intelligent Automation Technical Reference

Configure UniMRCP

Using voice bots with PureConnect requires UniMRCP, which allows PureConnect to use the following providers:

- Google Cloud Platform
- Microsoft Azure
- Amazon Web Services
- IBM Watson
- Yandex

For information about installing UniMRCP, see the *RPM Installation Manual* at <u>http://www.unimrcp.org/manuals/pdf/RPMInstallationManual.pdf</u>.

Configure MRCP text-to-speech

- 1. In Interaction Administrator, do the following:
 - a. Expand System Configuration and MRCP Servers, and then click Servers.
 - b. Right-click in the list view window and then click **New**.
 - c. In the Name box, type a name for the server (for example, UniMRCP), click Third Party, and then click OK.

Configuration	Server Properties	Voices	Custom Attributes	History			
✓ Active			Capab	lities			
SIP Address:] Text to s	beech		
Location:	<default location<="" td=""><td>1></td><td>¥</td><td>External a</td><td>audio sour</td><td>ces</td><td></td></default>	1>	¥	External a	audio sour	ces	
Priority:	1		¥] Voicemail			
Vendor:							
SIP Create	e Session Supported						
Enable Sea			3				

- 2. In the Servers Configuration dialog box, do the following:
 - a. In the **SIP Address** box, type the address to the UniMRCP server.
 - b. Under Capabilities, select Text to speech and then click the Voice tab.

Configuration	Server Prop	perties	Voices	Custom Attributes	History		
Voice:		en-US-	Wavene	t-A	~	Add	Remove
Gender: Supported	en-US-Waver	en-US- fr-FR-S fr-FR-S pl-PL-S pl-PL-V	Standard Standard	t-F -C -D A 8			
Albanian	s - South Afri - Albania Algeria Bahrain Egypt Iraq Jordan Kuwait Lebanon	ca	~	Add → Remove Add All → Remove All	English - Ur	ited States	
	Confirm auto			_		Cancel	

- c. Configure TTS voices with Google names for the required languages (to be used in handlers).
- d. Click OK.

Install MRCP ASR server

Follow the instructions in the Automated Speech Recognition Technical Reference to install the MRCP ASR Server controller and use the following settings:

• On the MRCP ASR Server SIP Settings page, use SIP port 5060 and SIP protocol TCP:

MRCP ASR Server 2019	R3 Setup		-		×
MRCP ASR Server S	IP Settings			6	8
Enter MRCP Server SIP	settings.			2	5
Please specify SIP setting	s for the MRCP ASR	server.			
SIP Server Name:	unimrcp.dom	ain.local			
SIP Port:	5060				
SIP Protocol:	TCP ~				

• On the Web Configuration Server page, use HTTP port 8120:

Web Configuration Server	formation.
Enter the Web Configuration Server inf	formation.
The MRCP ASR Server has a web configur under the address:	ration GUI which is accessible through a web brows
http://machinename:port	
	ted through HTTP digest authentication. Specifying ation server and a blank username disables
O(zero) for the port disables the configura	
O(zero) for the port disables the configura authentication.	ation server and a blank username disables
O(zero) for the port disables the configura authentication. Web Configuration Server HTTP Port:	8120

Configure MRCP ASR server

Configure the MRCP ASR server in the Web Configuration interface.

- 1. <u>Open the Web Configuration interface</u> for your MRCP ASR server on port 8120.
- 2. Add a Command Server for MRCP.

00 ×	IC A	SR Serve	r - MRCP			
0					Status	Config Logou
Configura	ation	n				
	Com	mand Servers:				
Servers	ID	Notifier Host	Accept Sessions	Configure		Remove
	1	cic1	Yes	Server	Properties	Remove
MRCP Server						
	⊢		L	Add Server		
Parameters						
Properties						
	1					
Administration						
	<u> </u>					

3. Check the status of the server connection on the ${\it Server \ Status}$ page.

°°°	IC /	ASR Serv	er - MRCP			
0					Status	Config Logout
Status						
i	Con	mand Servers:				
About	ID	Notifier Host	Connection Status	Accepts Sessions	Active Sessions	
242	1	cic1	Active	Yes	0	Details
Server Status						
	L .					
	L .					
	L .					
	L .					
				Refresh Auto	refresh every 10s	

4. Place a test call to verify whether the ASR server is processing a recognition session.

00	IC ASR S	erver	- MI	RCP			Status	Config Logout
Status								
(i)	Command Serve	ers/Details	Server	1/Sessions				
About	Interaction	State	Total	Successful	Cancelled	Last Reco	Idle Time	Session Age
	3001561525	Detecting	1	0	1	9.000s	-	13.000s
Server Status				Back	Refresh	Auto-	refresh every	105

Copyright and trademark

Configure VoiceXML

Install VoiceXML Interpreter server

Follow the instructions in the VoiceXML Installation and Configuration Guide to install the VoiceXML Interpreter server and use the following settings:

• On the Web Configuration Server page, use port 8090:

Veb Configuration Server Enter the Web Configuration Server	information.
The Voice XML Server has a web config under the address:	uration GUI which is accessible through a web brows
http://machinename:port	
	otected through HTTP digest authentication. Specif uration server and a blank username disables
D(zero) for the port disables the config	
O(zero) for the port disables the config authentication.	uration server and a blank username disables

• On the Logging File Path page, configure the path to the log files:

Logging File						
	Path				_	ę
Please provid	ie the pat	th to the desire	d storage folder for lo	ogging files.	2	5
			e that logging can pot ication partition is high			
Look In:	💣 inin	_tracing		~	E	
						-
						_
Logging Files	folder:	C:\Windows	\temp\inin_tracing\			
			Back	Next	Cano	

Configure VoiceXML Interpreter server

Configure the VoiceXML Interpreter server in the Web Configuration interface.

- 1. <u>Open the Web Configuration interface</u> for your VoiceXML Interpreter server on port 8090.
- 2. Set **ttsMRCP** and **ttsSSML** to **true**.

o Voice)	(ML Server	Statur	
Configuration		518105	coning <u>Loge</u>
	Name	Value	
Servers	cacheCleanupInterval	30	
	cachepath	C:\Program Files (x86)\Interactive Intelligence\Reso	
Parameters	recMaxTimeSecs	600	1
* >	recoValueSlotName	value	1
Administration	ttsMRCP	true	1
	ttsSSML	true 🔻	
	vxiConfigFile	C:\Program Files (x86)\Interactive Intelligence\Reso	
		Apply Changes Cancel	

3. Place a test call to verify whether the VoiceXML server is processing a session.

° v	oi	ceXML	Server		<u></u>
0				Status	Config Logout
Status					
(i)	V	oiceXML Ses	sions:		
	Г				
About	ſ	Interaction ID	Document URL	Created	
Server Status	1		http://demosrv.i3emea.local:8082/fish-vui/start/Interactive_GoogleSR_GoogleSS_JSONEncoding.jsp? testsiteid=602&istestcall=false&mrcpversion=2&authtoken=b564a60a6e8e675447af27ef3eaa8173c10e51c1d5a9fc9f4afa8c5592a66629	11/11/20 12:03:36	Details
	F				-
	L				
	L				
	L				
			Refresh 📃 Auto-refresh every 10s		

Create a Custom Handler for Voice Integration

To integrate voice with Genesys Intelligent Automation, create a custom handler that contains a VoiceXML Initiate toolstep.

To create a custom handler for voice integration

- 1. Create a handler. For more information, see <u>Create a new handler or subroutine</u> in the *Interaction Designer Help*.
- 2. On the Inputs tab in the VoiceXML Initiate tool, set the following required parameters:

Properties of VoiceXML Initiate (5)	×
General Inputs Outputs	
Interaction I	-
Document URI GetHead(sURL)	Þ
Queued Plays Processing	Þ
Argument Names IsArgumentNames	•
Argument Values IsArgument Values	•
Force Interaction Ownership	
OK Cancel Apply	Help
on ourse pppy	1 Party

Document URL: URL to your Genesys Intelligent Automation VUI or VUI load balancer, site (application) ID to run, and whether to run the test or production version of the callflow.

For example, http://uk-ia-vui:8082/fish-vui/start/Interactive_NR9_Vocalizer5.jsp?testsiteid=620&istestcall=false.

Interactive_NR9_Vocalizer5.jsp	PureConnect for Automated Speech Recognition and Text To Speech.
testsiteid=620	Site (application ID to run within Genesys Intelligent Automation. The URL is in Genesys Intelligent Automation under Administration > Servers .
istestcall=false	If false, runs the callflow version deployed to production in Genesys Intelligent Automation. If true, runs the callflow version copied to the test number in Genesys Intelligent Automation.

Argument Names: List of argument names that contain the following strings, in this order:

- InteractionID
- ANI
- DNIS

Tip: The easiest way to create the argum the <i>Interaction Designer Help</i> .	ent is with a Parse \$	String step. For more information, see Parse String in
Properties of IsNames (4)	×]
General Inputs Outputs		
String to Parse "InteractionID(ANI(DNIS"	•	
Delimiter Charater(s)	•	
	pply. Help	
String		1

Argument Values: List of values that correspond to the arguments specified in the Argument Names parameter, in the following order:

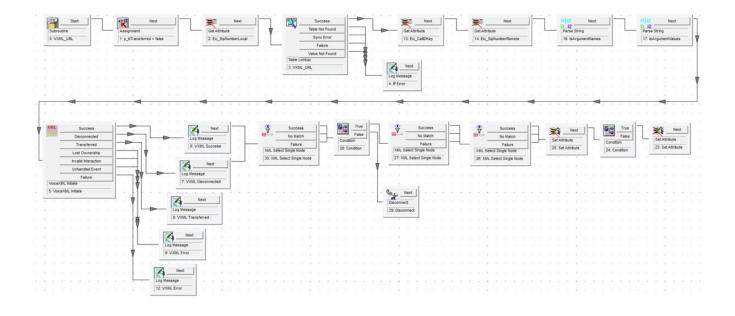
- Interaction ID of the call (For more information, see <u>Convert Call ID to String</u> in the Interaction Designer Help.)
- ANI of the call
- DNIS of the call

Notes:

- You can retrieve the ANI and DNIS from Interaction attributes "Eic_RemoteAddress" and "EIC_LocalAddress" with the Get Attribute steps. For more information, see <u>Get Attribute</u> in the *Interaction Designer Help*.
- For more information about the VoiceXML Initiate tool, see "VoiceXML Initiate" in the following:
 - VoiceXML Technical Reference
 - Interaction Designer Help
- 3. On the **Outputs** tab in the VoiceXML Initiate tool, provide KVP pair tables to pass data from Genesys Intelligent Automation to PureConnect for routing purposes.

Return Value	sVoiceXmlRetumValue	•
Result Data	xm/VoiceXm/ResultData	•
Event Name	sVoiceXmlEventName	•
Event Message	sVoiceXmlEventMessage	*

Sample handler flow



Return Call Interaction to CIC

When your call flow sends a call interaction from CIC to Genesys Intelligent Automation, the call flow also needs to return the call interaction to CIC for further processing. Otherwise, the system disconnects the call.

To return a call interaction to CIC

1. In the menu bar in Genesys Intelligent Automation, click Administration and then click the Companies tab.

mpanies Roles	Products Phone Number	CLI Data Settings	Certificates Clusters	Servers Default Server Settings		
Companies						r tradese Lanese Dadese Dadese Dadese Lanese Dadese
Name	Public Modules	Test Modules	Production Modu	ales VUI Cluster		Actions
Genesys Testing		17	17	Default Voice (luster 🗳	Edit Switch Delete
Templates	107	109	109	Default Voice 0	luster	Edit Switch Delete

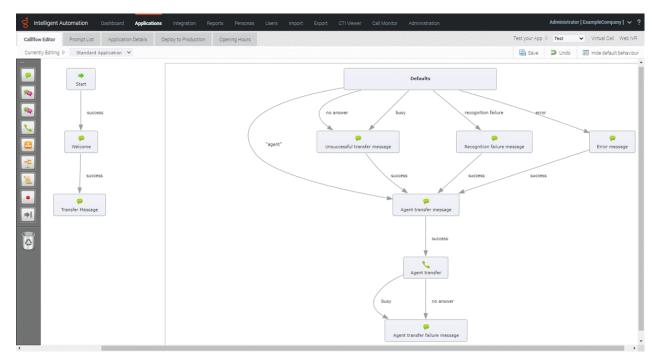
2. Click the company that you created. The **Dashboard** tab appears.

App	lication	Overvi	ew																		Ð) Sys	tem P	ulse						
										То	day			Pr	ev 7 Da				Pres	30 Days			A	applicat	tions a	re healt	hy			
	tal Calls	1.0000000	egy a te		i de la composición d	en e	a da anta da a Na seconda da anta da an	a de la composita de la composi La composita de la composita de	piere de la composition de la compositi La composition de la c	i de la composition de la comp	0			1020	apata A	0		nin (de	-100 C	C										
	erage Ca										0.0					0.0				0.0		sed on a	talis tro	om the la	ist 31 d	ays, Re	set now	Thresho	pide	
	inned Tra										0%				0.0					0.0 %										
	planned 1		Outcon	ne							0%					0%				0.0 %										
	ngup Out tal Tasks									U	0%				0.0	0%				0.0 %										
	sk Succe										0%				0.0					0.0 1										
Calls	0.9 0.8 0.7 0.6 0.5 0.4 0.3 0.2																												APPLI 80+ pr config for Voi based	ual IVR
	0.1	30 29	28	27	26	25 2	4 23	22	21	20	19	18 1	7 16	15 Davs a		13	12	11 1	10 9	8	7	6	5	4 3	2	1	0	-		lutions/self-se

3. In the menu bar, click Active Modules.

ew;	🊠 Show Graphical View 🛛 Overlays: 💛 System Pulse	Advanced Details Shortcuts: 🛠 Expand All 🛠 Collapse All
Ξ	Menus	~
-	BarbTestModule [Site ID 295]	🖡 🌱 Deployed 45 mins ago delete
		Deployed 45 mins ago delete

4. In the Menus section, click the application or module that you created. The Callflow Editor tab appears.



5. Drag and drop an end block onto the last box in the flow. In the example, the last box is "Transfer Message."

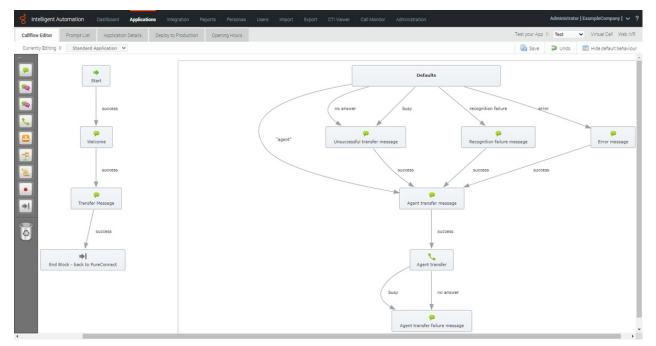


6. Click New end 1 to edit the end block's properties.

dd Description		
eferences		
Any preferences not specified here	will be inherited from the parent site.	
Name	Value	
Add Entry		

- 7. Do the following:
 - a. In the Edit Title box, replace New end 1 with a descriptive title.
 - b. Click Add Entry.
 - c. In the Name box, click Action to take when the callflow ends.
 - d. In the Value box, click Exit to a Routing Strategy and then click Update.

Note: If you don't set this property, the system disconnects the call.



8. Save your changes and then test the call flow. When satisfied, deploy the call flow to production.

For more information about using the Callflow Editor, see <u>Using the Callflow Editor</u> in the Genesys Intelligent Automation Help.

URL Format for VXML Call to Genesys Intelligent Automation

Following is the URL format to call a Genesys Intelligent Automation dialog:

http://<server>:<port>/fish-vui/Interactive_GoogleSR_GoogleSS_JSONEncoding.jsp?testsiteid= <GIA_siteid>&istestcall=true&authtoken=<auth_token>&mrcpversion=2

Speech-to-Text Engine	Text-to- Speech Engine	Product	Version	Start Page
Google Cloud for Speech Recognition	Nuance	Genesys Voice Platform	8 and 9	GenesysGVP8_GoogleSR_Vocalizer6.jsp
		PureConnect	2018 R4 - 2019 R2	Interactive_GoogleSR_Vocalizer5.jsp
		PureConnect	2019 R3 and later	Interactive_GoogleSR_Vocalizer5_JSONEncoding.jsp
	Google	Genesys Voice Platform	8 and 9	GenesysGVP8_GoogleSR_GoogleSS.jsp
		PureConnect	2018 R4 - 2019 R2	Interactive_GoogleSR_GoogleSS.jsp
		PureConnect	2019 R3 and later	Interactive_GoogleSR_GoogleSS_JSONEncoding.jsp

Microapps

Genesys Intelligent Automation offers a range of pre-built, configurable microapps designed to meet self-service needs across a range of industries. Microapps accomplish specific tasks, such as looking up a customer's account balance, and deploy using Genesys Intelligent Automation. You can combine microapps to create fully personalized AI to drive dialogues in a chat session for a seamless customer and agent experience.

For a description of each microapp, download the Genesys Intelligent Automation Microapps Catalogue.

Note: The PureConnect integration with Genesys Intelligent Automation doesn't support all microapps listed in the catalog, only the ones that appear in the **Business Processes** section in Genesys Intelligent Automation.

To view the list of available microapps

1. In the menu bar in Genesys Intelligent Automation, click Applications and then click the Advanced Details tab.

🗄 Show Graphical	i View Overlays: 🥯 System	Pulse Advanced Details	Shortouts: ¥ Expand All	🛠 Collapse All
IE Menu	JS			^
Secult	rity Modules			•
💮 Busir	ness Processes			^

2. Expand the **Business Processes** section. This section displays the available microapps and their associated templates.

\$	Business Processes						*
Э	Account Barring:						
	Bar Account Template (en-gb)	4	•4	48	<u>i</u>	Last saved 21 August (deploy now)	delete
	Unbar Account Template (en-gb)	4	•4	48	<u>i</u>	Last saved 21 August (deploy now)	delete
6	Address Capture UK:						
	Address Capture Template (en-gb)			48	a	Last saved 21 August (deploy now)	delete
	Address Capture Template with Recording (en-gb)			48	<u>i</u>	Last saved 21 August (deploy now)	delete
⊦	Airline Flight Status Template (en-gb)		•¢	-	<u>9</u>	Last saved 21 August (deploy now)	delete
Ь	Balance Enquiry Template (en-gb)			48	8	August (deploy now)	delete
	Bill Copy Request Template (en-gb)	4	•4	48	<u>8</u>	Last saved 21 August (deploy now)	delete
0	Bill Information Template (en-gb)	4	•€	-68	<u>.</u>	August (deploy now)	delete
4	Billed and Unbilled Balance Template (en-gb)	4	•4	48	8	Last saved 21 August (deploy now)	delete
1	Call Divert:						

For more information about using microapps, see <u>Using WebIVR Microapps</u> in the Genesys Intelligent Automation Reference Guide.

Microapp Templates

Genesys Intelligent Automation provides templates for faster and easier implementation of microapps. Each template has default behavior settings that you can configure and a pre-defined call flow that you can modify.

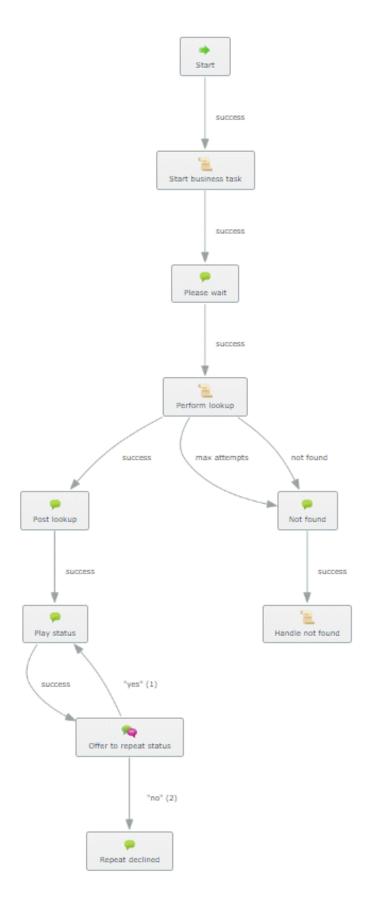
Template settings example

This example shows the default settings for the Balance Enquiry template.

allflow Editor	Prompt List	Module Details	Deploy to Production	Opening Hours	🌡 Balance Enquiry Settings	
Balance	Enquiry Settings	*				
These setting	s control the main	behaviour and integra	tion of the Balance Enquiry	product.		
* Return Dath	when Not Found					
agent	when not round					
Web Service	Details					
**************************************	URL for Test Calls					
		ices/test/GetBalance.	jsp			
* Web Service	URL for Production	Calls				
http://localh	ost:8080/fish-serv	ices/test/GetBalance.	jsp			
* Web Service	Timeout					
5000	milliseconds					
Save	Cancel					

Template call flow example

This example shows the default call flow for the Balance Enquiry template.



Create a Custom Widget Extension

To pass custom data to a microapp, create a custom widget extension. For more information, see Genesys Widgets Extensions.

Test Microapp with Chat Widget

To test the microapp with a chat widget

1. When your chat widget loads, run the following command from the developer console in the browser that is hosting widgets:

```
window._genesys.widgets.bus.command('WebChatService.setSpeechStormCustomData', {
  customerId: 3457896, productId: 5469871 });
```

- 2. Start a chat and ask to speak to an agent to avoid the bot interaction.
- 3. After the agent connects, in Interaction Connect, paste microapp://app/nGuejrc- into the chat and press Enter.
- 4. When the microapp appears, verify that your test customer ID and product ID appear.

Alternatively, you can skip the first step and have the agent send the following microapp parameters in the message to the customer:

- microapp://app/nGuejrc-
- customerId=3457896
- productId=5469871

Troubleshooting

How to determine the Genesys Intelligent Automation call ID or PureConnect interaction ID

When viewing logs for troubleshooting purposes, you can use the Genesys Intelligent Automation call ID or PureConnect interaction ID to filter the logs.

To determine the call ID or interaction ID

- 1. Open Genesys Intelligent Automation in your browser.
- 2. In the menu bar, click Reports and then click the View Raw Data tab.

ල් Intelligent Autom	ation Dashboa	d Applications	Integration	Reports Perso	mas
	Users	Import Export	CTI Viewer	Call Monitor	
	Administ	ation			
	Agminist	ation			
View Online Reports	View Customer Jo	imeys View Rav	w Data		
View Raw Data	i.				
* Data Set					
Calls	•				
* Start Date and Time					
25 May 2019	H 00 • : 00 •				
* End Date and Time					
25 Jun 2019	23 • : 59 •				
Number of Records D	isplayed per Page				
25					
For download all av	ailable records will be	included			
Download Options					
Include Header	Row				
Filter Options					
Search Calls by	CLI				
Search Calls by	DNIS				
View Report	Download Report				
	-				
					•

- 3. In the Data Set list box, do one of the following:
 - To view a list of calls, click Calls.
 - To view a list of calls plus each step in a callflow that ran, click Calls and Call Steps.
- 4. In the Start Date and Time and End Date and Time boxes, specify the data range for which to create the report.
- 5. In the Number of Records Displayed per Page box, type the maximum number of records to display on each page of the report.
- 6. Select the Include Header Row check box so that the data that displays in the results includes labels.
- 7. In the **Filter Options** section, do one of the following:
 - To limit the calls to a specific CLI that was dialed, select the Search Calls by CLI check box and then, in the CLI box, type the CLI.

- To limit the calls to a specific DNIS that was dialed, select the **Search Calls by DNIS** check box and then, in the **DNIS** box, type the DNIS.
- 8. Do one of the following:
 - To view the report, click View Report. The report appears in a new browser tab.

cilter		tions															
			•														
DNIS	Filter	c	_														
CLI Fi	ilter:	_	_														
Appl	ly Filt	ter															
Displ		ig rei	cords 1-5 of 5	e.													
Displ		ig rei	cords 1-5 of 5														
				DNIS -	Is Test Call •	Call Start Time •	Call Duration (secs) •	Application Name •	CTI Fields	Call End Site Name +	Call End Block Type -	Call End Block Name -	Call End Result +	Has Recent Failure -	Last Menu Block Type •	Last Menu Block Name -	Voice Platform Ses
	layinq Call II	ID C	:u -	DNIS -		2019-06-25	Call Duration (secs)	JMC Main	CTI Fields	Call End Site Name	Call End Block Type - 5	Call End Block Name - New menu 1	Call End Result - hangup	Has Recent Failure - faise	Last Menu Block Type - 5	Last Menu Block Name - New menu 1	Voice Platform Ses 3001100234
*	Call II	ID C	2U - 20441514428091		false	2019-06-25 16:12:31.467 2019-06-25	Call Duration (secs) - 3 2	JMC Main Application JMC Main	CTI Fields						Last Menu Block Type - S S		
* *	Call II 1008	ID C 58 0	2U - 20441514428091 2013174837794	00441514428002	faise faise	2019-06-25 16:12:31.467 2019-06-25 16:14:03:11	3	JMC Main Application	CTI Fields	JMC Main Menu	5	New menu 1	hangup hangup	faise	Last Menu Block Type - 5 5	New menu 1	3001100234
* * *	Call II 1008 1008	ID C 88 0 89 0	244 - 20441514428091 2013174837794 200442921428663	00441514428002 00441514428002 00441514428002	false false false	2019-06-25 16:12:31.467 2019-06-25 16:14:03:11 2019-06-25 16:14:22:473	3 2 2	JMC Main Application JMC Main Application JMC Main Application	CTI Fields	JMC Main Menu JMC Main Menu JMC Main Menu	5 5	New menu 1 New menu 1 New menu 1	hangup hangup hangup	faise faise faise	5 5 5	New menu 1 New menu 1 New menu 1	3001100234 3001100236 3001100238
* * *	Call II 1008	ID C 88 0 89 0	244 - 20441514428091 2013174837794 200442921428663	00441514428002	false false false	2019-06-25 16:12:31:467 2019-06-25 16:14:03:11 2019-06-25 16:14:22:473	3	JMC Main Application JMC Main Application JMC Main	CTI Fields	JMC Main Menu JMC Main Menu	5	New menu 1	hangup hangup	faise faise	Last Menu Block Type 2 5 5 5 5	New menu 1	3001100234 3001100236

- To download the report, click Download Report. The system saves the report data to a file in CSV format.
- 9. Note the following in the output:
- Call ID: Code that identifies the call within Genesys Intelligent Automation.
- Voice Platform Session ID: Code that identifies the interaction ID of the call within PureConnect.

Change Log

The following table lists the changes to the PureConnect Integration with Genesys Intelligent Automation Technical Reference since its initial release.

Date	Changes
04- October- 2018	First publication
29-March- 2019	Updated the voicebot and chatbot part numbers in Licensed Components.
7-May- 2019	Updated the configuration steps in <u>Configure a Chatbot Widget in Interaction Connect</u> .
15-May- 2019	Added steps for voice integration with Genesys Intelligent Automation.
26-June- 2019	 Replaced content in "Create a Custom Widget Extension" in <u>Microapps</u> with a link. Removed "Custom Extension Process Flow." Removed note indicating that chatbots in PureConnect are only available through Genesys Intelligent Automation. PureConnect now supports third-party providers. Added <u>Troubleshooting</u>.
18- October- 2019	Added description of Use Chat Persona option in <u>Configure a Chatbot Widget in Interaction Connect</u> .
16-June- 2020	Added instructions for returning a call interaction to CIC from Genesys Intelligent Automation. For more information, see <u>Return Call Interaction to CIC</u> .
18-June- 2020	Added the following: • Required Components • Voice Bot Integration • Configure UniMRCP • Configure VoiceXML • URL Format for VXML Call to Genesys Intelligent Automation